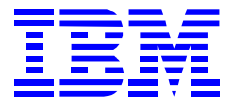




CWS/CMS Service Level Management Report

For the month of May 2006



IBM Global Technology Services

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Introduction



The Service Level Agreement (SLA) defines four areas of service, their respective service-level objectives, and the timeline for reporting against these objectives.

The four service areas are:

- Customer Support (Help Desk)
- System Availability
- System Response Time
- Problem Resolution

By measuring the performance of these service components and employing continuous process improvement, the OSI, DTS, CDSS, counties, and IBM GLOBAL SERVICES will be able to ensure the success of the CWS/CMS Project and customer satisfaction.

Customer Support is the help desk that receives problem calls and manages problems through resolution.

System Availability measures the CWS/CMS application client in Dedicated Counties, CWS/CMS application county servers, and the CWS/CMS host application. The service-level objectives are 99.0% for the client and servers, and 99.5% for the application. The CWS/CMS application servers availability is dependent on the availability of the infrastructure and systems management servers managed by the State and counties. The host application availability is dependent on the system availability of the host mainframe.

Introduction (cont'd)



System Response Time measures the CWS/CMS application response time. The service-level objectives are presented in the table below.

| Transaction Category | Non-Peak Period/ Small Case vol. | Non-Peak Period/ Large Case vol. | Weekly Peak Hour | Notes |
|------------------------------------------------------------|-------------------------------------|-------------------------------------|------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Small (model office based on Dedicated County workstation) | 1.8 sec. | 2.4 | N/A | Local workstation activity: The requirements are defined in the System Requirements Document. |
| Medium | 6 | 7 | 7 | <10,000 bytes returned on opening cases:-Log on/Caseload -Get Document -Search -Resource Open -Update Resource -Fingerprint Open -Update Referral -Update Fingerprint |
| Large | 23 | 25 | 25 | >9,999 & <100,000 bytes returned on opening cases -Update Case |
| Very Large | 49 | 52 | 52 | 100,000 bytes returned on opening cases |

Introduction (cont'd)



Problem Resolution measures the problems recorded by the IBM GLOBAL SERVICES Help Desk on the project along with the required resolution time for those problems. Problems are categorized by severity.

| Problem Severity | Permanent/Circumvented Fix Installed |
|------------------|--------------------------------------|
| 1 | 1 Day |
| 2 | 2 Days |
| 3 | 14 Days |
| 4 | 30 Days |

Report Requirements



| SLA Report Title | A.23 SLA Reference |
|----------------------------------------|--------------------------|
| Help Desk Baseline Call Volumes | Section 4.7.1 page 15 |
| Help Desk Baseline Call Hold Time | Section 4.7.1 page 15 |
| Help Desk Baseline Call Abandoned Rate | Section 4.7.1 page 15 |
| Help Desk Baseline Call Resolve Rate | Section 4.7.1 page 15 |
| System Availability Standards | Section 4.6.1 page 13 |
| Response Time Standards | Section 4.6.2 page 14 |
| Problem Resolution Standards | Section 4.7.2 page 16 |

Table 1: Requirements Cross Reference

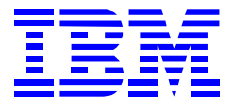
Table 1 cross references the Service Level Agreement (SLA) for the CWS/CMS project to this SLA Report.



Help Desk (IBM)

User Support

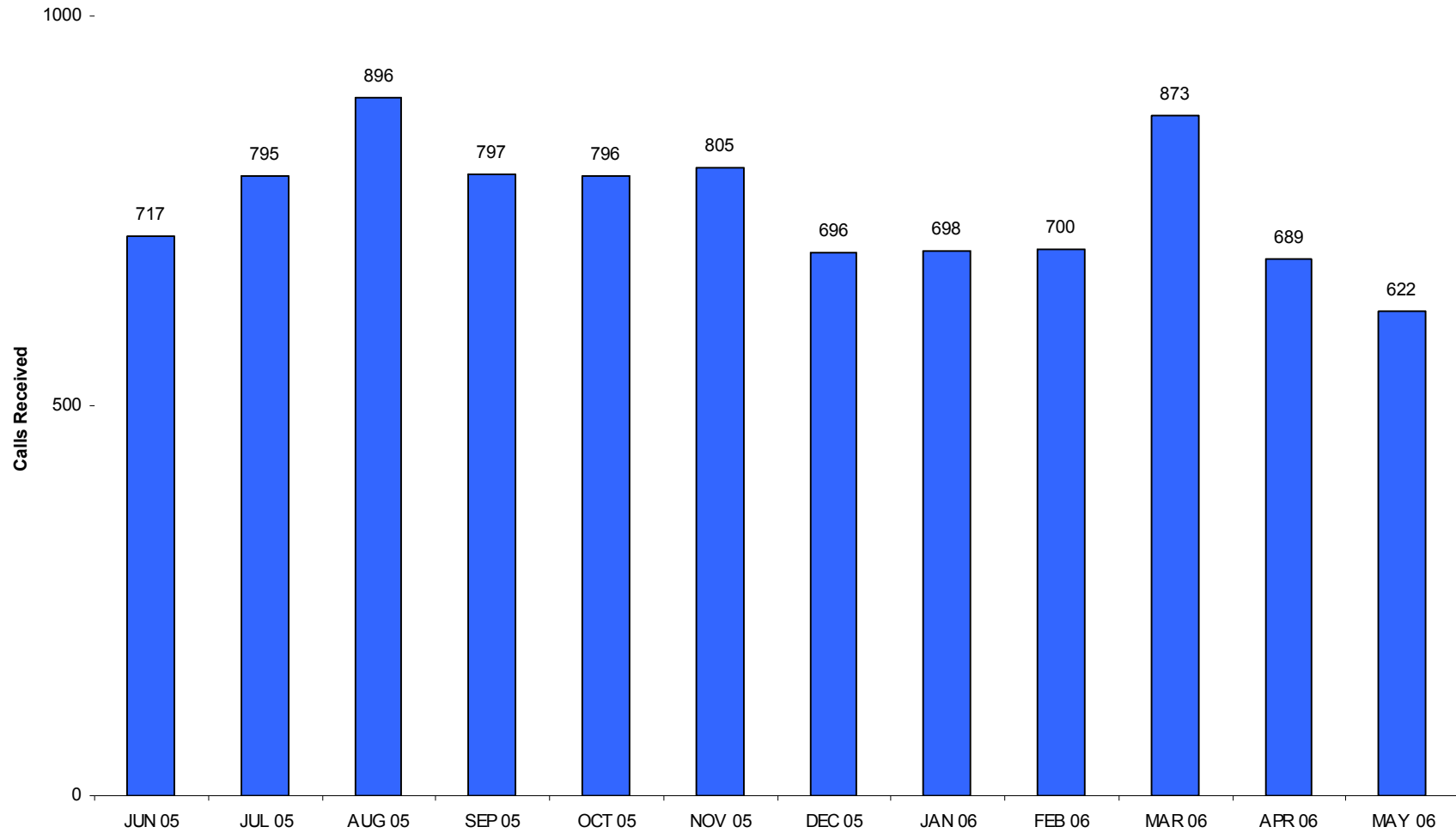
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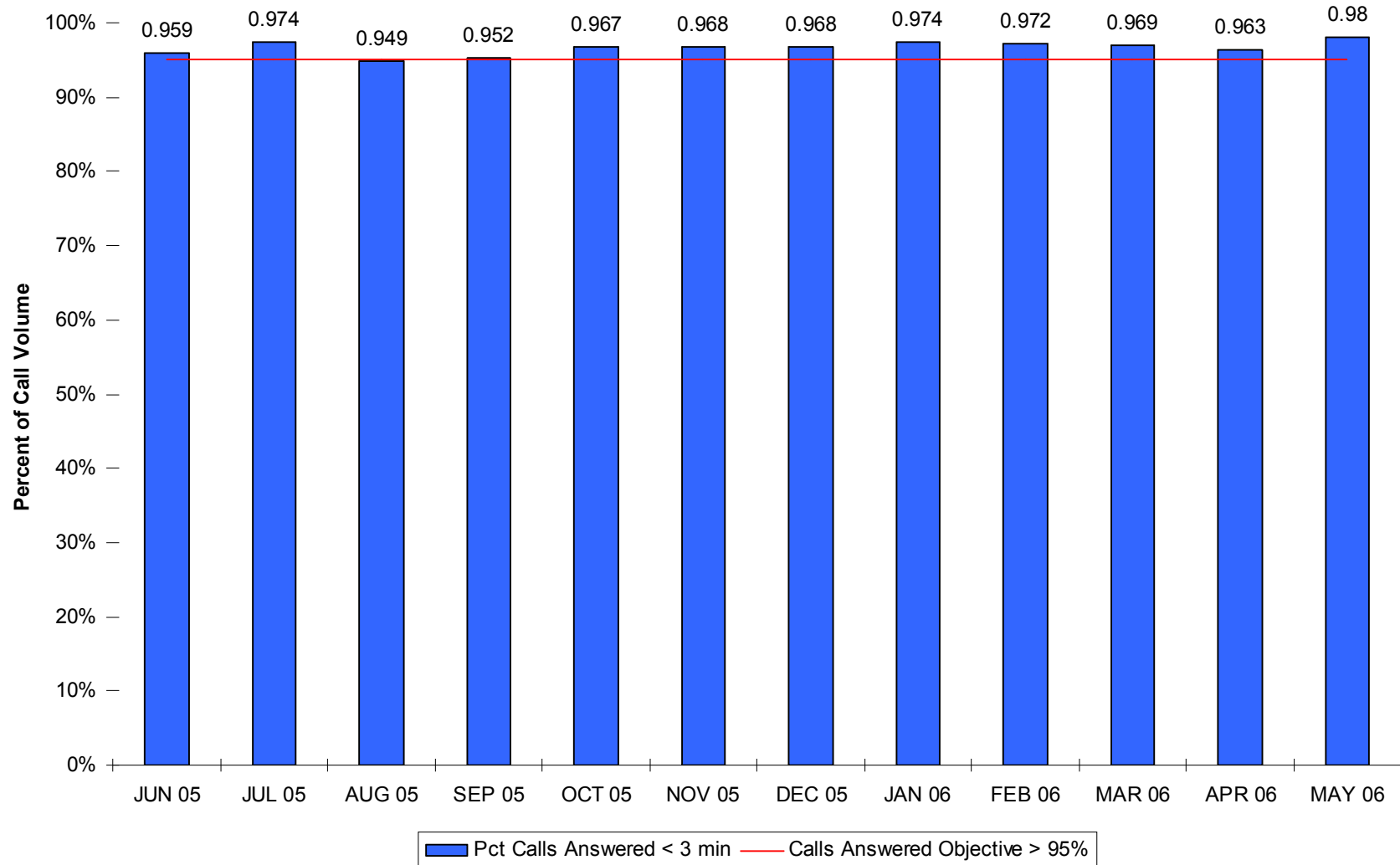
Help Desk Baseline Call Volumes



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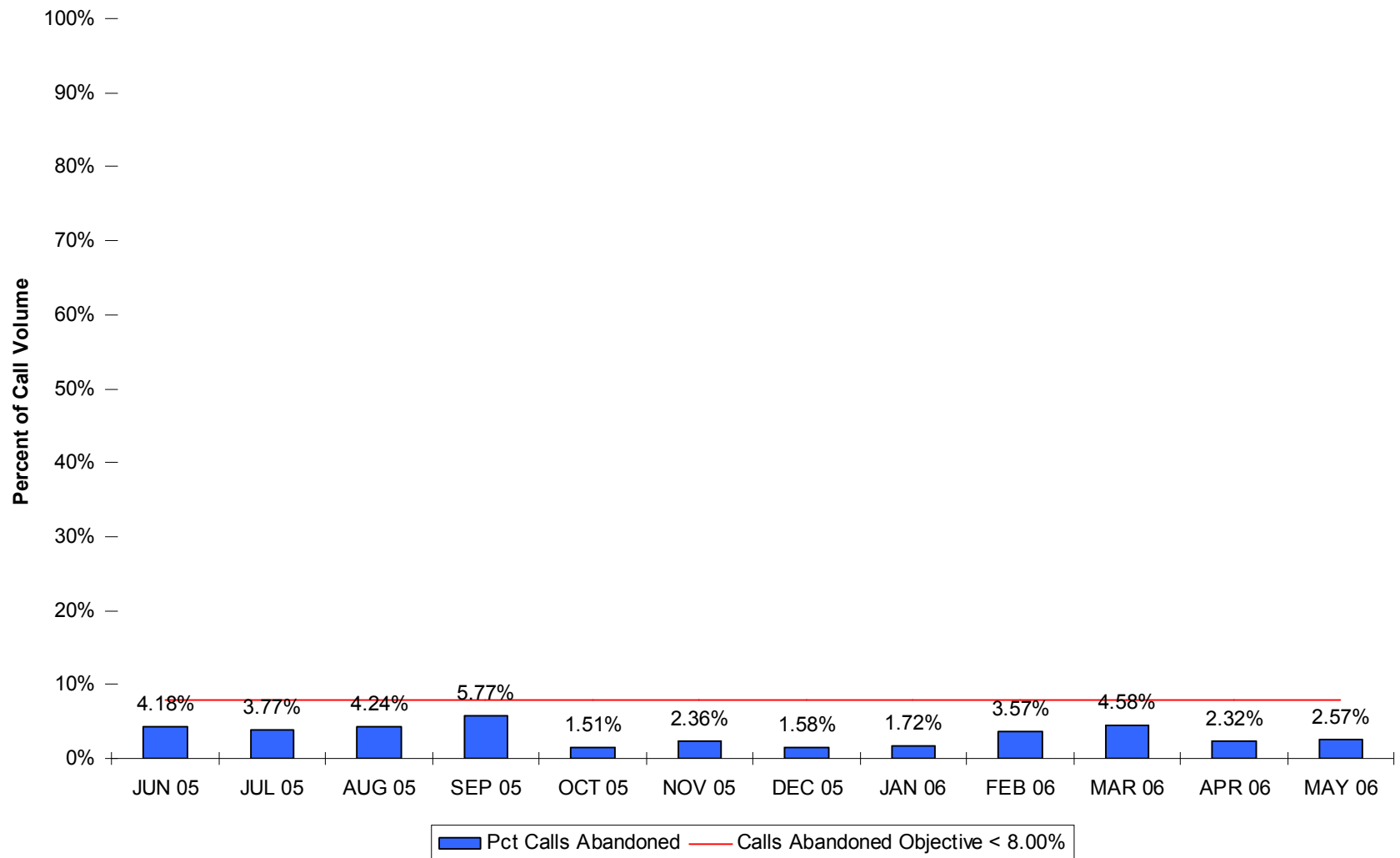
Help Desk Baseline Call Hold Time



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Help Desk Baseline Call Abandoned Rate

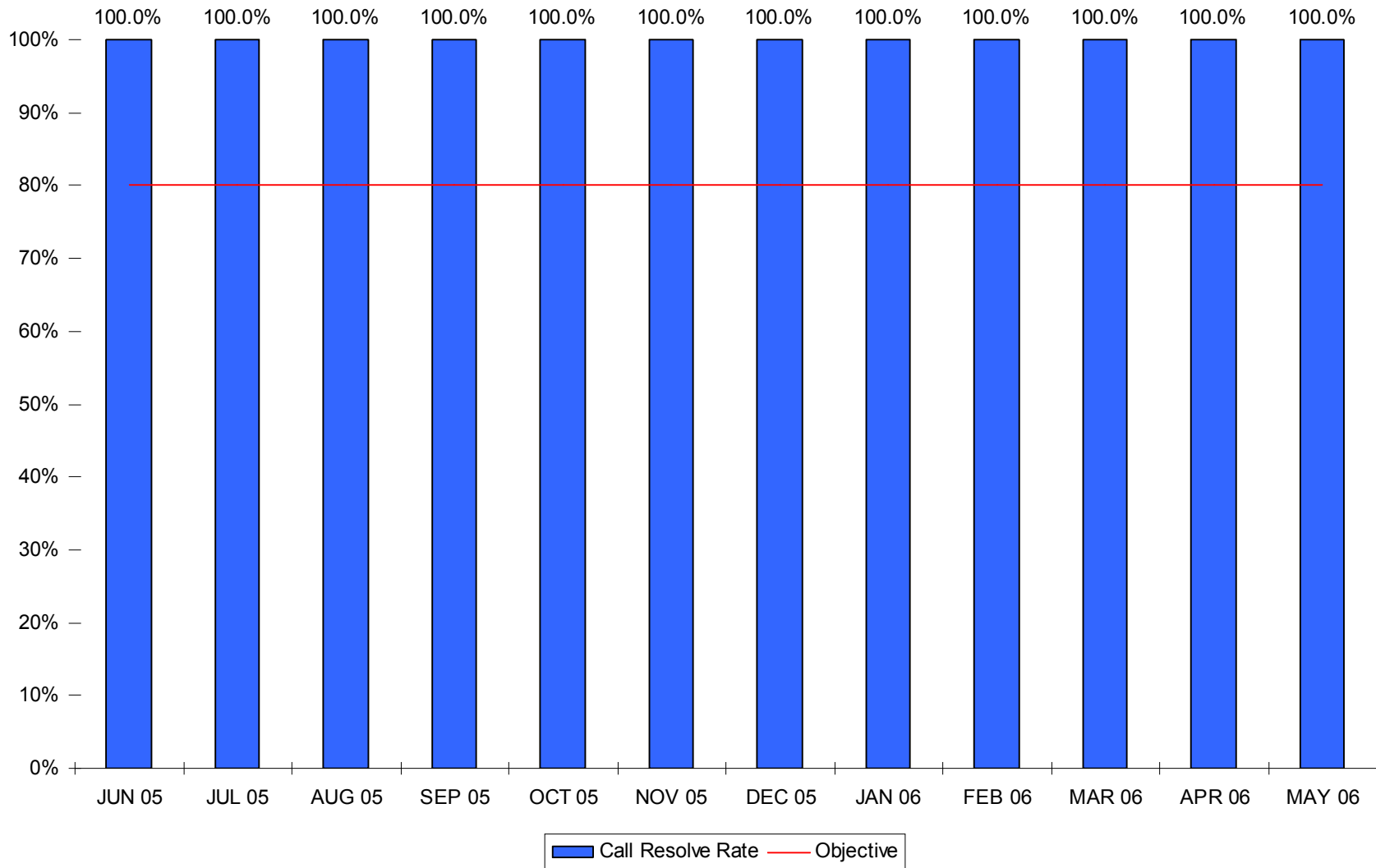


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Help Desk Level 1 Baseline Call Resolve Rate



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System Availability (DTS / IBM)

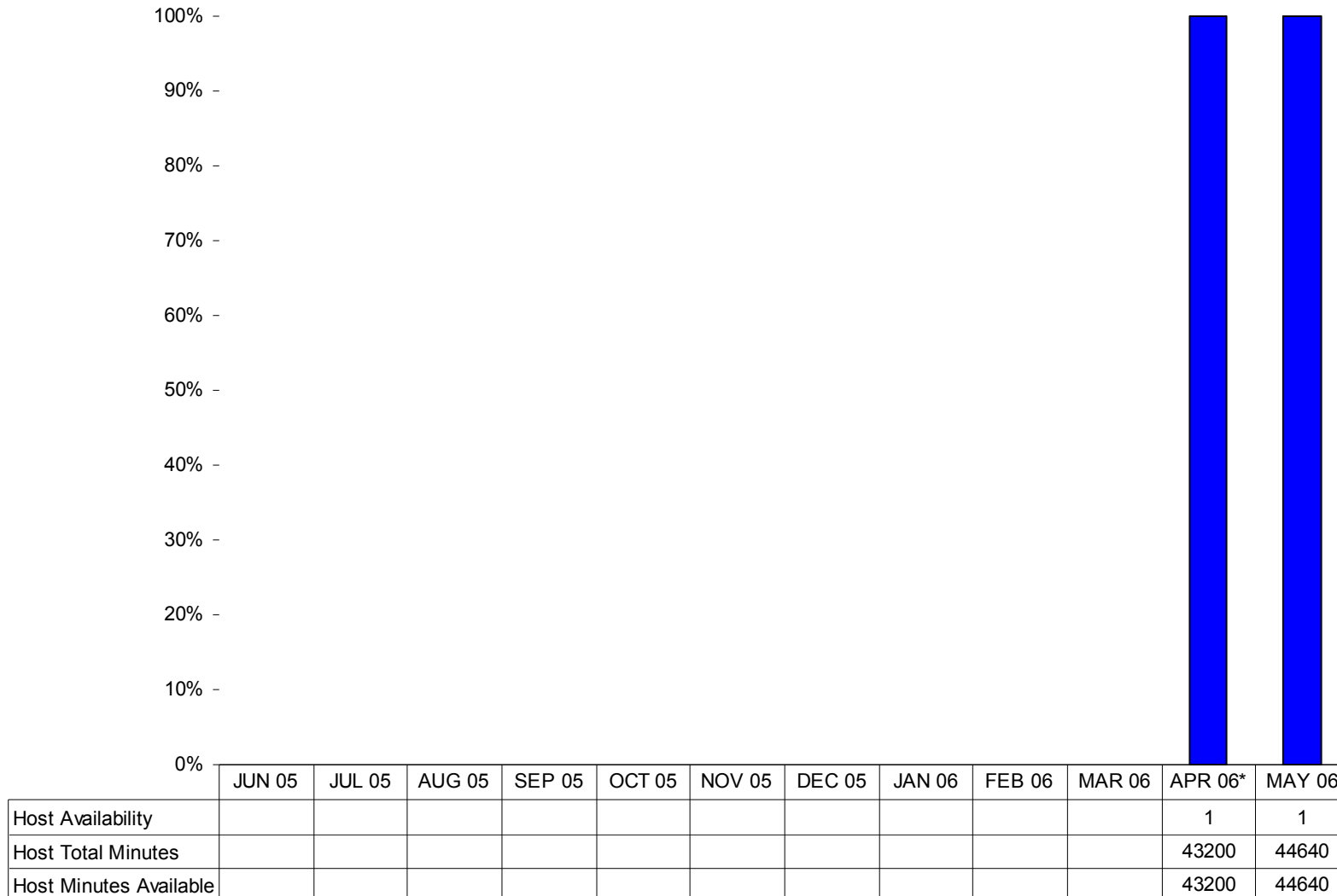
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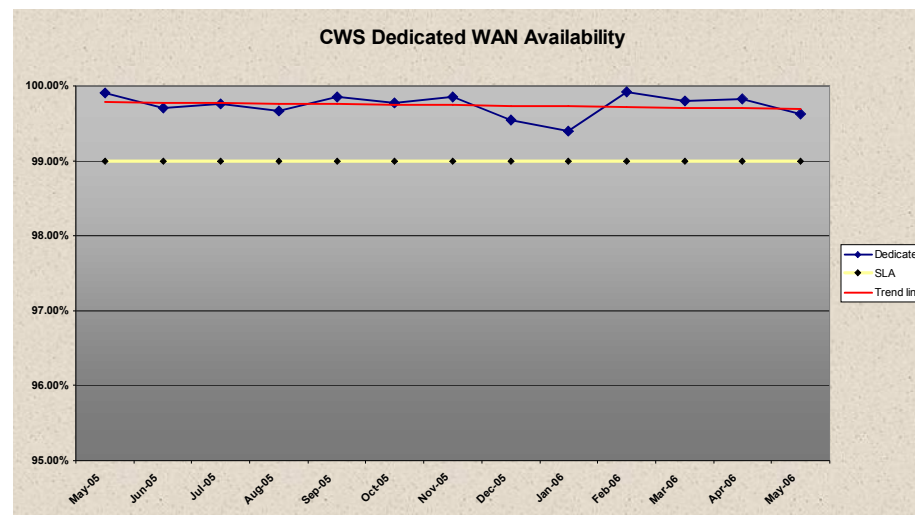
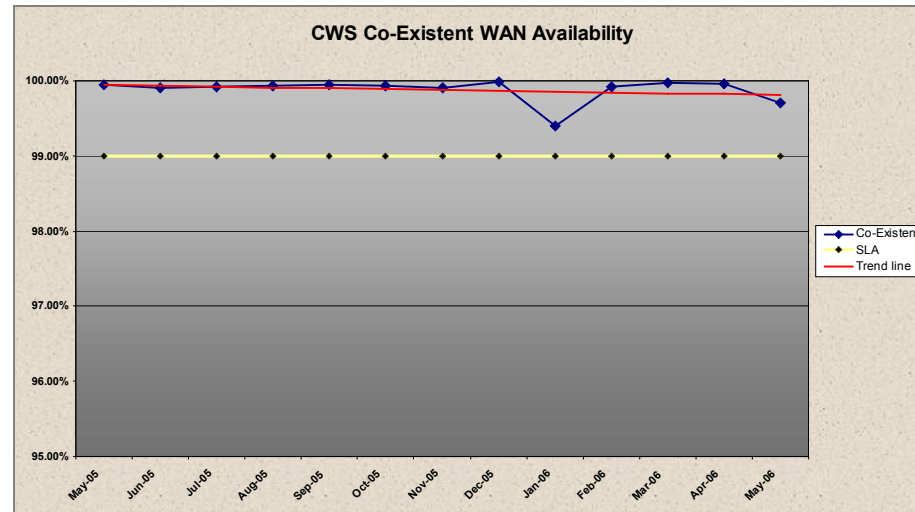
DTS Host System Availability



* Rehost Cutover. Note: Prior to Rehost Cutover, Host System Availability was IBM's responsibility and was measured in conjunction with IBM Host Application Availability. For the twelve months prior to Cutover, this measure was steady at 100%, as shown on page 15.

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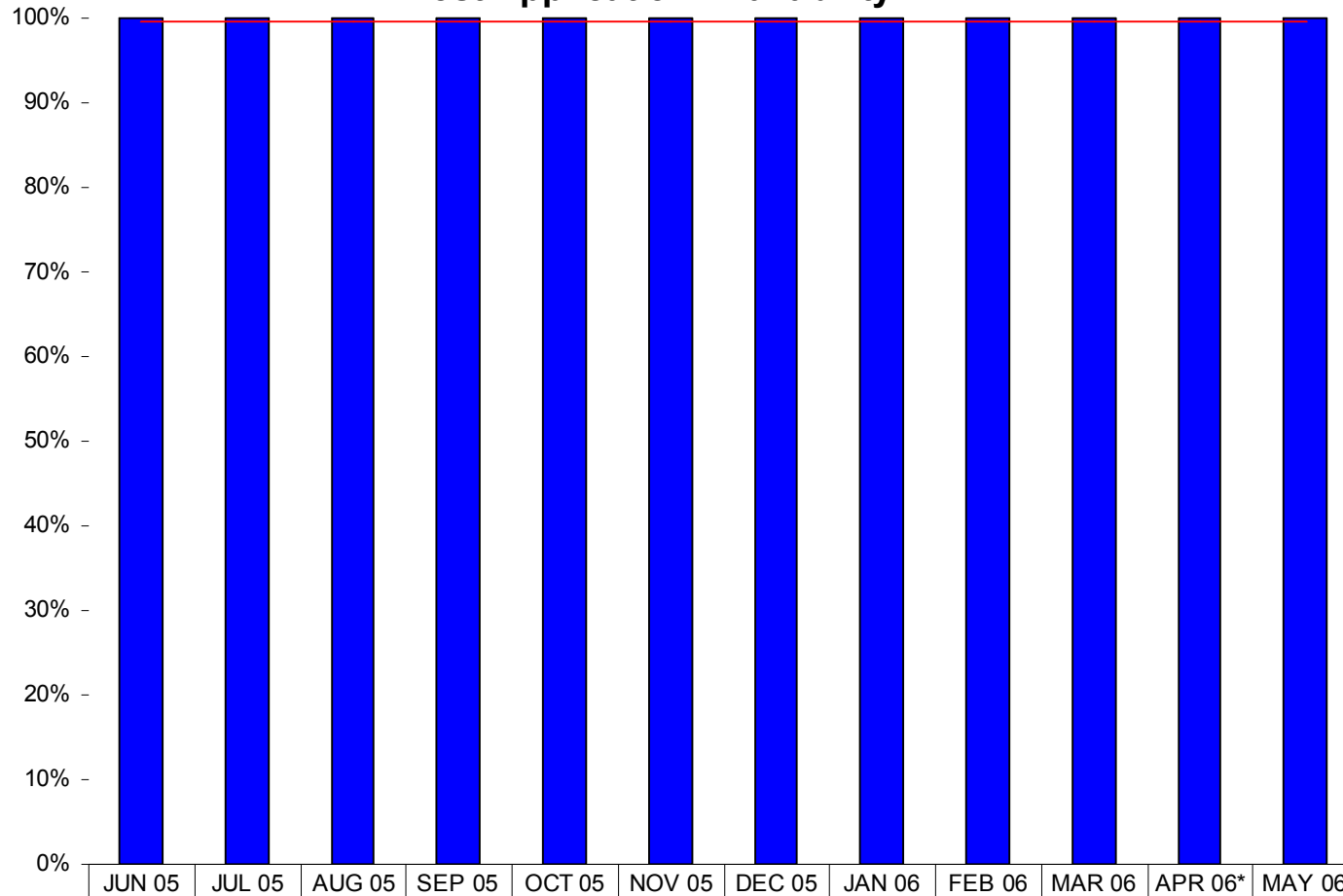
DTS Network Availability



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IBM Host Application Availability



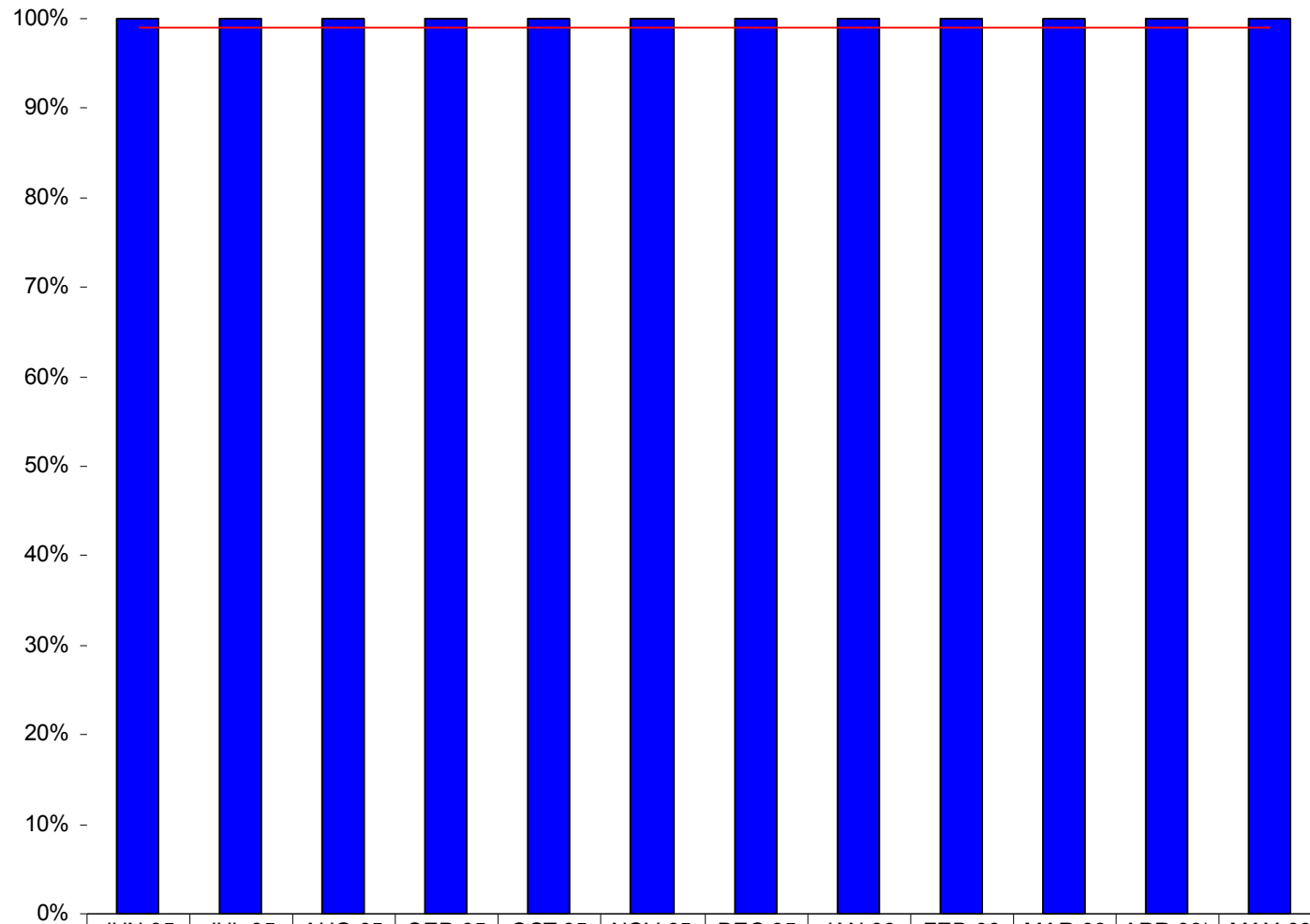
| | JUN 05 | JUL 05 | AUG 05 | SEP 05 | OCT 05 | NOV 05 | DEC 05 | JAN 06 | FEB 06 | MAR 06 | APR 06* | MAY 06 |
|-------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|---------|--------|
| Host Application Availability | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| Host Minutes Available | | | | | | | | | | | 43200 | 44640 |
| Application Minutes Available | 43200 | 44640 | 44640 | 43200 | 44640 | 43200 | 44640 | 44640 | 40320 | 44640 | 43200 | 44640 |
| Objective > 99.5% | 0.995 | 0.995 | 0.995 | 0.995 | 0.995 | 0.995 | 0.995 | 0.995 | 0.995 | 0.995 | 0.995 | 0.995 |

* Rehost Cutover. Note: Prior to Rehost Cutover, Host System Availability was IBM's responsibility and was measured in conjunction with IBM Host Application Availability.

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IBM Server Availability



| | JUN 05 | JUL 05 | AUG 05 | SEP 05 | OCT 05 | NOV 05 | DEC 05 | JAN 06 | FEB 06 | MAR 06 | APR 06* | MAY 06 |
|-------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|---------|----------|
| System Availability - Servers | 0.9999 | 0.9999 | 0.9991 | 0.9999 | 1 | 0.9997 | 0.9994 | 0.9993 | 1 | 0.9996 | 0.9997 | 0.999415 |
| Objective > 99.0% | 0.99 | 0.99 | 0.99 | 0.99 | 0.99 | 0.99 | 0.99 | 0.99 | 0.99 | 0.99 | 0.99 | 0.99 |

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IBM Server Outage Detail



| Activity # | Client ID | Downtime | Uptime | Elapsed Hours | SLA Reason |
|------------|-----------|---------------|---------------|---------------|-------------|
| 12260464 | 19.65 | 5/6/06 11:08 | 5/8/06 11:09 | 48.00 | server down |
| 12300711 | 33.05 | 5/22/06 5:54 | 5/23/06 16:55 | 35.00 | server down |
| 12310716 | 33.05 | 5/24/06 19:03 | 5/25/06 19:03 | 24.00 | server down |
| 12281767 | 37.14 | 5/15/06 7:40 | 5/15/06 13:00 | 5.33 | server down |

112.33



Response Time (IBM)

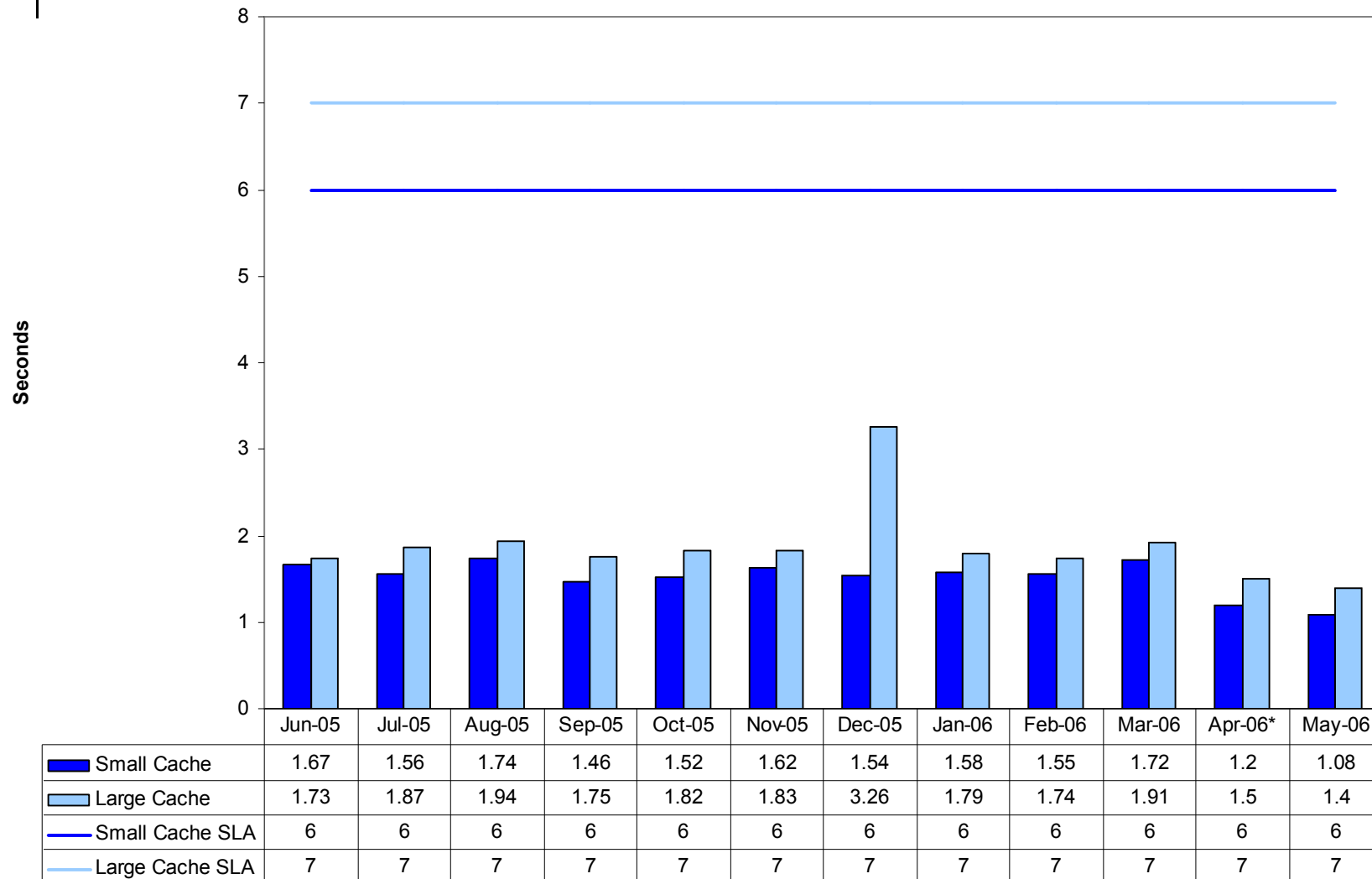
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Response Time SLA Attainment – Medium TX

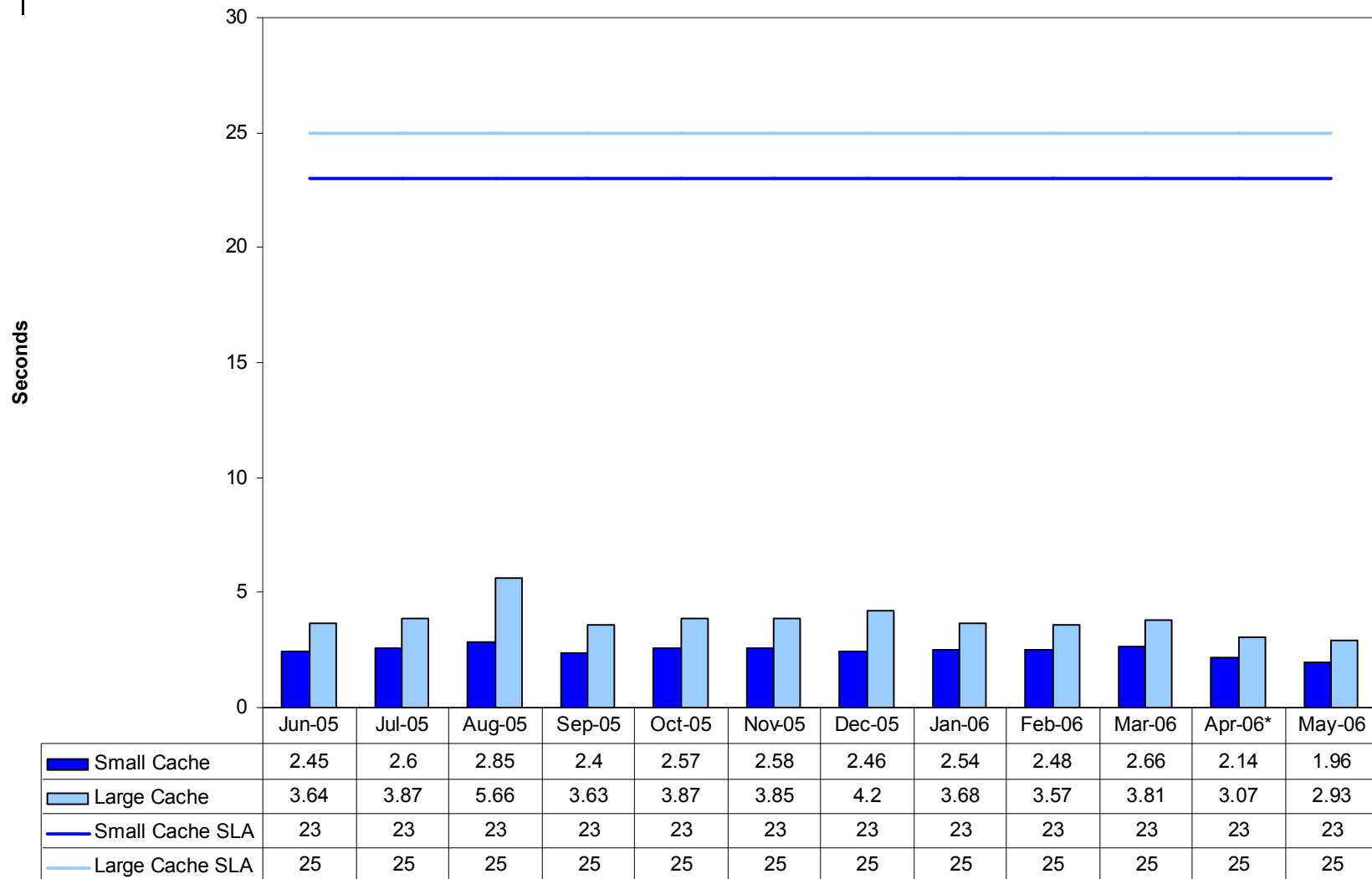


* Rehost Cutover

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Response Time SLA Attainment – Large TX



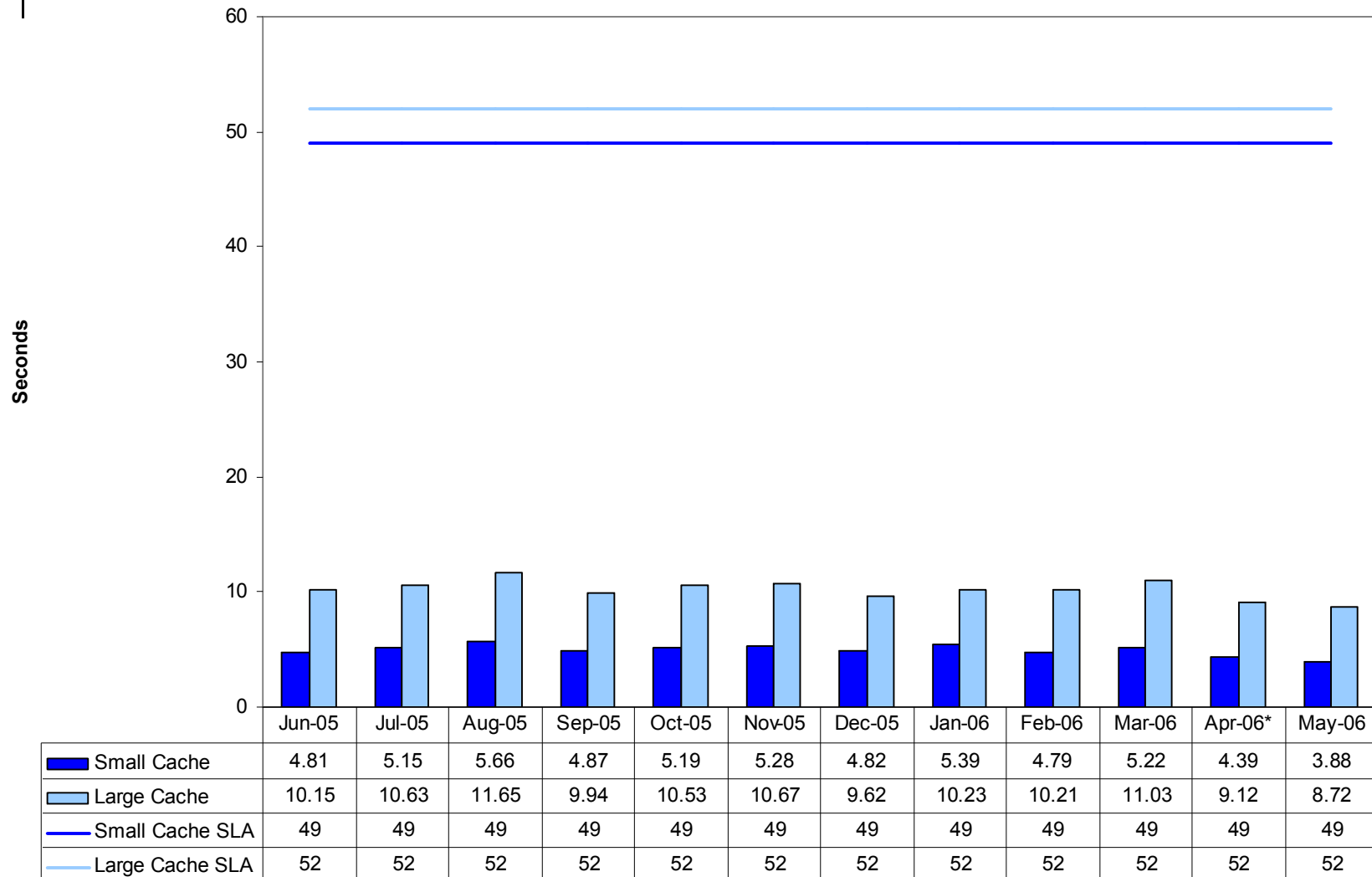
* Rehost Cutover

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Response Time SLA Attainment – Very Large TX



* Rehost Cutover

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Problem Resolution (IBM)

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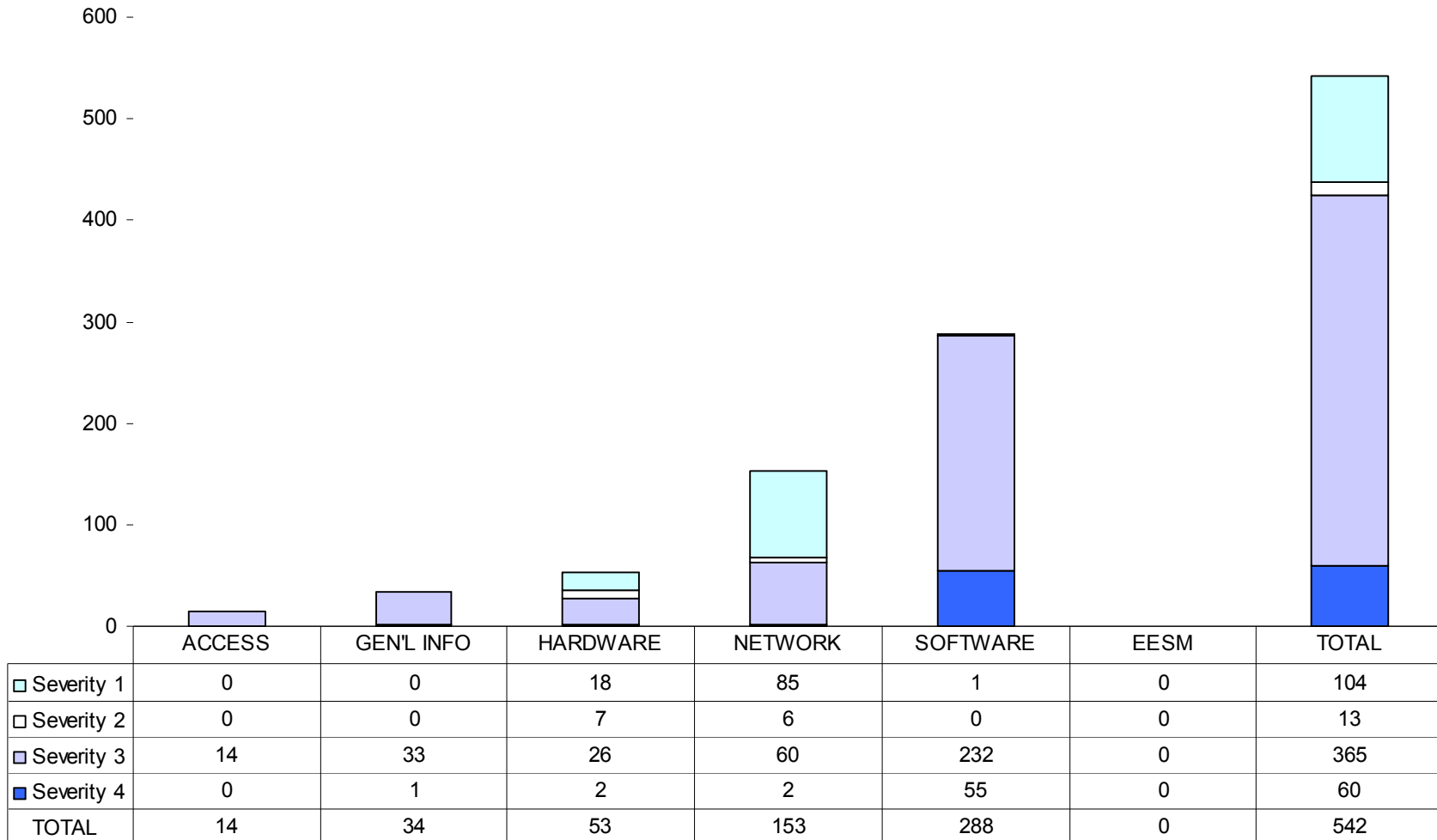
Problems Reported By Severity
Rolling 12 Month



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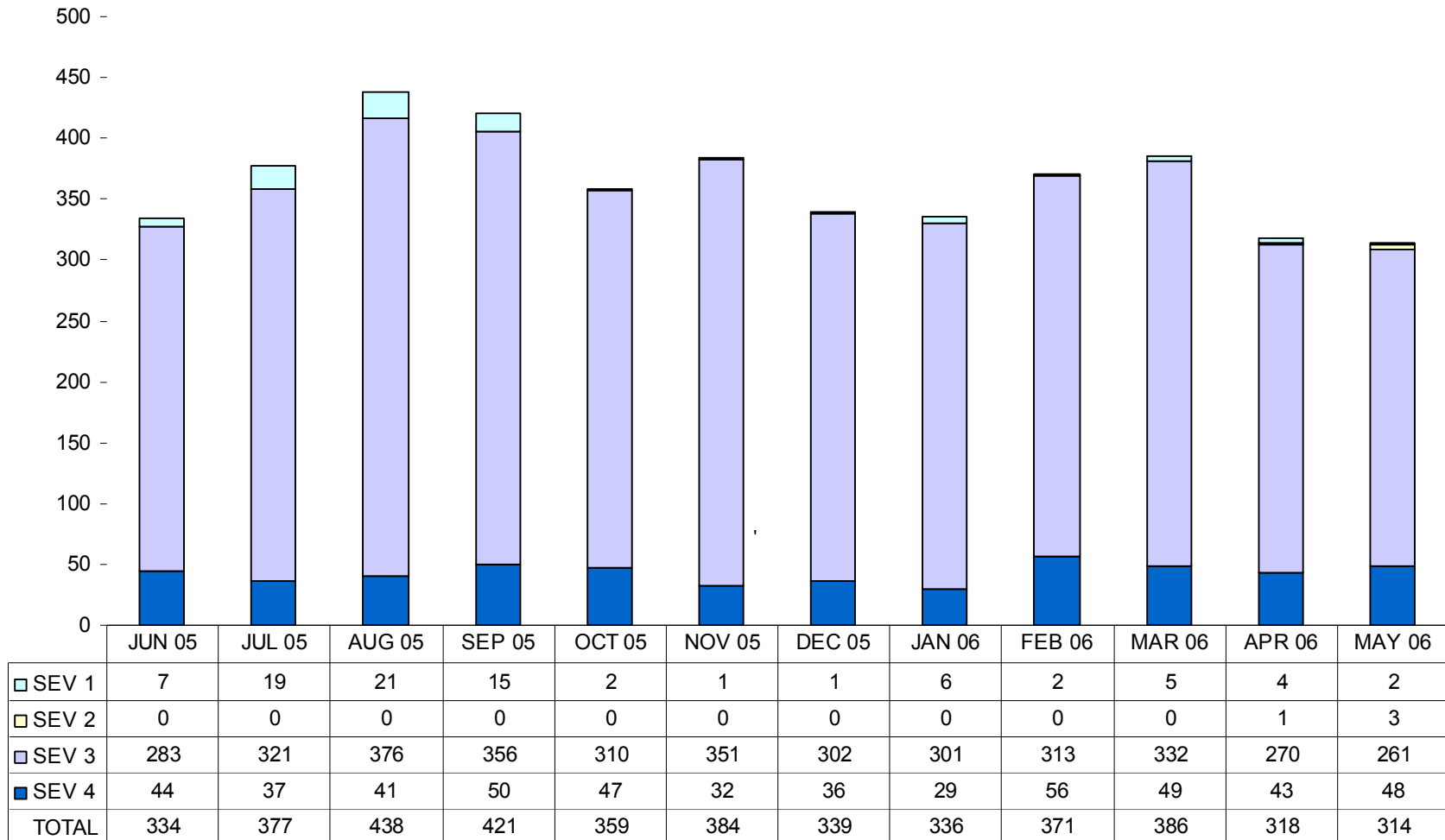
**Problem Tickets Reported
by Severity and Type**



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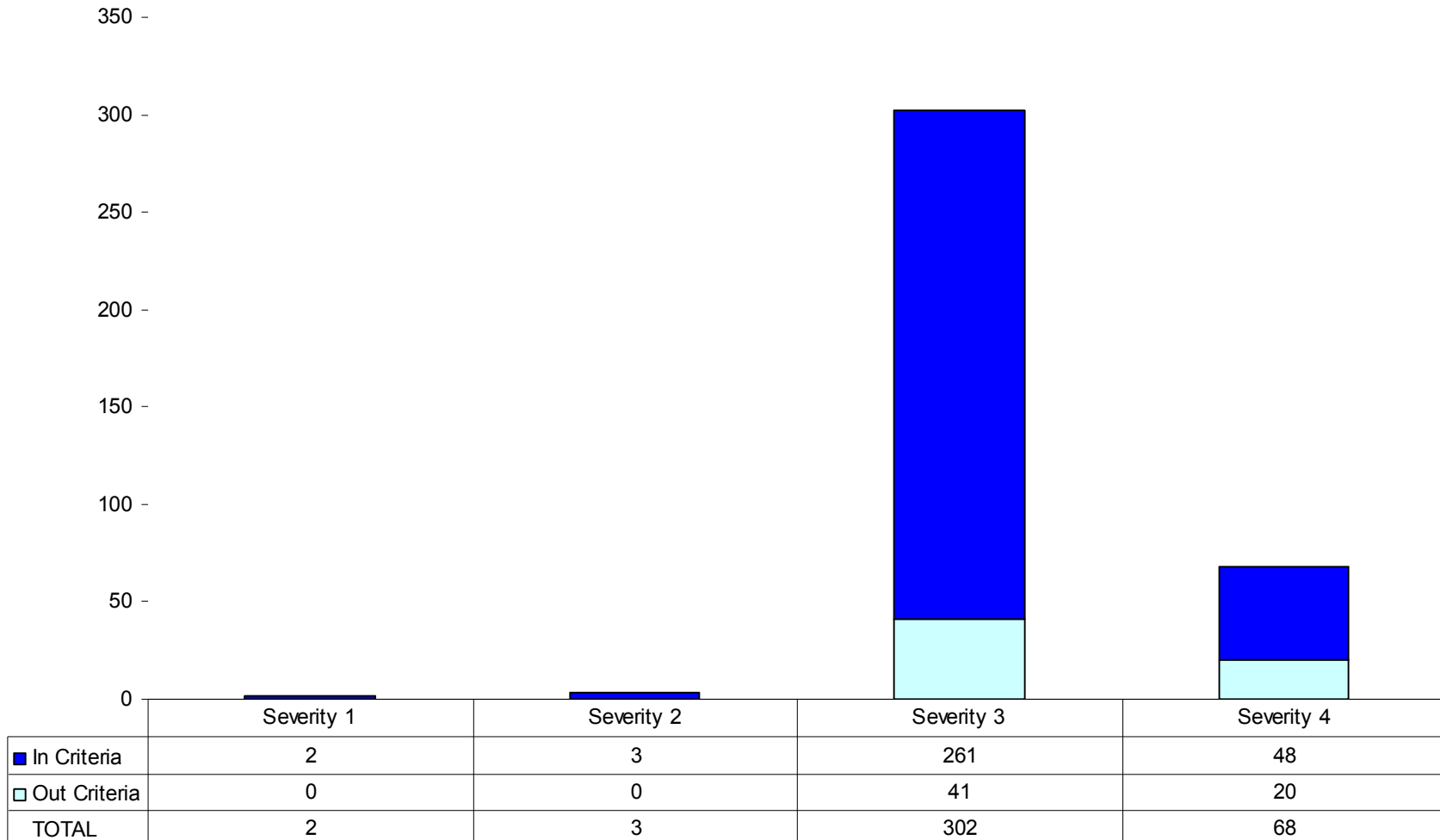
**Problem Tickets Closed Within Criteria
Rolling 12 Month**



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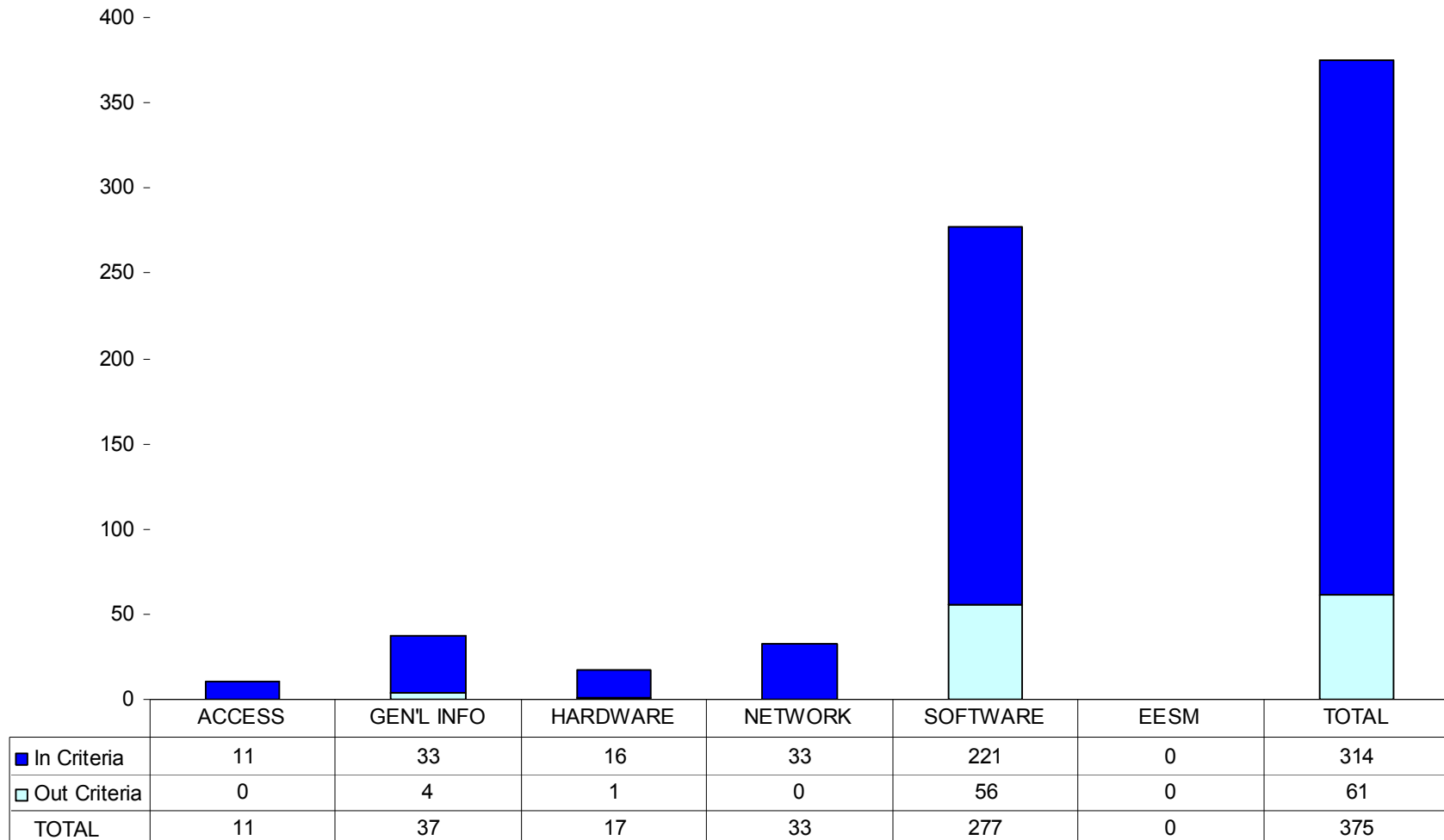
**Problem Tickets Closed by Severity
with Results**



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Problem Tickets Closed by Type with Results





Appendix A

Amendment 21: Accepted Changes regarding Availability



IBM Global Technology Services

Amendment 21: Accepted Changes regarding Availability



12. Section 31. Liquidated Damages, paragraph g. Add "(Applicable only until revised maintenance and operations pricing of Appendix F is in effect)" after "System Availability." The paragraph will read:

"System Availability (Applicable only until revised maintenance and operations pricing of Appendix F is in effect): If the system does not achieve the measure of system availability described in Appendix I of the SRD, the Contractor will pay liquidated damages to the State equal to double the percentage amount the system does not meet this system availability standard for the month, multiplied by the support, operations and maintenance charges due the Contractor for the month. By way of example but not limitation, if the system's system availability requirement is 98.5% and the actual system availability measurement for a month is 96.5%, then the Contractor will pay the State 4% of the monthly support, operations and maintenance charges due the Contractor. These liquidated damages shall be limited to 25% each month of such monthly charges."

13. Section 31. Liquidated Damages, paragraph g. Add the following paragraph to the end of the section:

"System Availability (Applicable only after revised maintenance and operations pricing of Appendix F is in effect): The measures of system availability for the CWS/CMS application Client, CWS/CMS application County Servers and Host Mainframe are described in Appendix I of the SRD. The CWS/CMS application availability on the Host Mainframe is dependent on the system availability of the Host Mainframe and therefore its availability is at most equal to the availability of the Host Mainframe. The Contractor will pay liquidated damages to the State as described below, in the following scenarios:

If the availability of the CSW/CMS application Client does not meet the availability measures described in Appendix I of the SRD; or

If the availability of the CWS/CMS application County Servers does not meet the availability measures described in Appendix I of the SRD, provided that the availability of the infrastructure and systems management servers hosted and operated by the State and county(s) meet the availability measures described in Appendix I of the SRD; or

If the availability of the CWS/CMS application on the Host Mainframe is less than 99.5% of the availability of the Host Mainframe hosted and operated by the State. The CWS/CMS application is considered unavailable when an application component failure that is not caused by a system software and/or hardware failure on the Host Mainframe results in statewide unavailability of all the CWS/CMS host application transactions. If such a failure results in statewide unavailability of one or more CWS/CMS host application transactions, but not all, then only that portion of the CWS/CMS application as measured by the ratio of the total executions of those transactions to the total CWS/CMS host application transactions for five (5) State business days prior to the failure, will be considered unavailable. The CWS/CMS application availability on the Host Mainframe will be measured each month by examining the severity one problems received by the Help desk and assessing whether the problem caused the unavailability or not, based on the resolution documented in the problem record. IBM will measure the Host Mainframe availability using the System Management Facility (SMF) records through the Tivoli Decision Support for z/OS software.

The liquidated damages will be equal to double the percentage amount the system does not meet this system availability standard for the month, multiplied by the support, operations and maintenance charges due the Contractor for the month. By way of example but not limitation, if the system's system availability requirement is 98.5% and the actual system availability measurement for a month is 96.5%, then the Contractor will pay the State 4% of the monthly support, operations and maintenance charges due the Contractor. These liquidated damages shall be limited to 10% each month of such monthly charges.

If the Contractor spends an undue amount of time on problem determination and isolation for an availability failure caused by the State or county(ies), such time will be eligible for compensation under Section 54 of the Contract as Technical Support upon State concurrence.